

1.0 Introduction

Washington investor-owned electric companies are to provide statements describing their reliability monitoring and reporting plans and annual report submittal dates pursuant to WAC 480-100-393 and WAC 480-100-398, Electric system reliability. These rules were adopted in the Commission's rulemaking in Docket No. UE-991168. (For ease of reference, these rules are included in Section 9.0 of this document.)

This document presents Avista Utilities' reliability metrics and expected reporting plans. The Company intends, in its response to these rules, to provide meaningful and accurate reliability information and to track trends in the Company's electric service reliability. All numbers in this document are based on system data. The Company's system includes ten geographical divisions. Two of these divisions straddle the Washington and Idaho border and commingle jurisdictional customers.

2.0 Definition of Terms

Pursuant to WAC 480-100-388, Avista Utilities provides its definitions of the following items.

"Major event" – An event that impacts more than 5% of the Company's customers and causes outages of more than 24 hours in duration in any given division within its territory.

"Sustained Interruption" - An interruption lasting longer than 5 minutes.

"Momentary Event Interruption" – An interruption of duration 5 minutes or less. The event includes all reclosing operations that occur within 5 minutes of the first interruption. For example, if an interrupting device operates two, three, or four times and then holds, the event shall be considered one momentary interruption event.

"Baseline reliability statistic" – Baseline Reliability Statistics will be defined by April 2004. An average or some other calculation using data from reporting years 2001, 2002 and 2003 will determine this metric.

"Customer Complaint" - When a customer is not satisfied with a resolution or explanation of their concern.

3.0 Electric Service Reliability Monitoring and Reporting Plan

Avista Utilities provides this plan for monitoring and reporting electric service reliability (in adherence to WAC 480-100-393) based on methodology and capabilities in place as of the date of this submission. Any modification to the Company's monitoring or reporting procedure will be filed with the Commission.

Avista will report to the Commission the following four reliability indices. These Reliability Index Calculations were extracted from "IEEE Trial-Use Guide for Power Distribution Reliability Indices" (IEEE Std 1366--1998):

SAIDI – System Average Interruption Duration Index (Sustained Interruptions)

$$= \frac{\text{Sum of Customer Interruption Durations}}{\text{Total Number of Customers Served}} = \frac{\sum r_i N_i}{N_T}$$

SAIFI – System Average Interruption Frequency Index (Sustained Interruptions)

$$= \frac{\text{Total Number of Customer Interruptions}}{\text{Total Number of Customers Served}} = \frac{\sum N_i}{N_T}$$

CAIDI – Customer Average Interruption Duration Index

$$= \frac{\text{Sum of Customer Interruption Durations}}{\text{Total Number of Customer Interruptions}} = \frac{\sum r_i N_i}{\sum N_i}$$

MAIFI_E – Momentary Average Interruption Event Frequency Index (Momentary Events)

$$= \frac{\text{Total Number of Customer Momentary Interruption Events}}{\text{Total Number of Customers Served}} = \frac{\sum ID_E N_i}{N_T}$$

i = An interruption event;

r_i = Restoration time for each interruption event;

T = Total;

ID_E = Number of interrupting device events;

N_i = Number of interrupted customers for each interruption event during the reporting period;

N_T = Total number of customers served for the area being indexed;

These four indices for full system reliability will be reported annually showing monthly data. The reporting format (i.e., table and charts) is shown in Section 5.0 of this report. The Company will also report these indices on a divisional basis encompassing Avista Utilities' ten divisions showing annual data. Section 6.0 of this report describes these divisional tables and charts. The Company will include a comparison of the reporting year and previous year's annual indices.

In order to calculate these indices, the Company will monitor its system by two methods of logging data pertaining to outages, the Central Dispatch log and the System Operators log. Central Dispatch log entries are created when the Central Dispatcher assigns a crew to a job in response to a trouble call received either from the IVR (Interactive Voice Response system) or by a Customer Service Representative. In the event that a customer calls regarding a momentary outage, it is included in the Central Dispatch Log, however it is transferred to the System Operators Log to be used in the MAIFI_E calculation. In the sample Central Dispatch log shown below the following columns are defined as:

- Notified - the time that the trouble call is received
- Completed – the time that the crew reports that the power has been restored
- Restoration, r_i – Calculated time between Notified and Completed
- Rest*# Cust, $r_i * N_i$ – Restoration time multiplied by the estimated number of affected customers
- # Cust – Number of estimated customers affected by the outage
- Cause – Cause of the outage reported by the crew

| Notified | Completed | r_i Restoration | $r_i * N_i$ Rest *# Cust | N_i # CUST | Cause |
|------------------|------------------|----------------------|-----------------------------|-----------------|-------------------|
| 08-15-2001 7:10 | 08-15-2001 8:30 | 1:19:51 | 1:19:51 | 1 | ANIMAL |
| 08-18-2001 7:20 | 08-18-2001 8:55 | 1:34:45 | 1:34:45 | 1 | ANIMAL |
| 08-20-2001 9:28 | 08-20-2001 10:44 | 1:15:41 | 1:15:41 | 1 | ANIMAL |
| 08-31-2001 4:49 | 08-31-2001 9:48 | 4:58:21 | 4:58:21 | 1 | ANIMAL |
| 08-06-2001 9:39 | 08-06-2001 10:09 | 0:29:27 | 0:29:27 | 1 | CUSTOMER CAUSED |
| 08-20-2001 11:40 | 08-20-2001 12:04 | 0:23:54 | 0:23:54 | 1 | CUSTOMER CAUSED |
| 08-13-2001 13:16 | 08-13-2001 14:57 | 1:40:34 | 1:40:34 | 1 | EQUIPMENT PROBLEM |
| 08-18-2001 23:45 | 08-19-2001 2:08 | 2:23:00 | 7150:00:00 | 3000 | EQUIPMENT PROBLEM |
| 08-18-2001 23:48 | 08-19-2001 11:08 | 11:20:00 | 11:20:00 | 1 | EQUIPMENT PROBLEM |
| 08-20-2001 8:21 | 08-20-2001 8:50 | 0:28:46 | 0:28:46 | 1 | EQUIPMENT PROBLEM |
| 08-08-2001 10:37 | 08-08-2001 10:58 | 0:20:38 | 0:20:38 | 1 | MISCELLANEOUS |
| 08-22-2001 21:52 | 08-23-2001 10:25 | 12:32:35 | 3135:45:50 | 250 | POLE FIRE |
| 08-22-2001 21:52 | 08-23-2001 2:43 | 4:50:35 | 4:50:35 | 1 | POLE FIRE |
| 08-08-2001 10:22 | 08-08-2001 12:04 | 1:41:04 | 8:25:20 | 5 | TREE PROBLEM |
| 08-04-2001 16:44 | 08-04-2001 18:33 | 1:48:02 | 5:24:06 | 3 | UNKNOWN |
| 08-30-2001 13:30 | 08-30-2001 18:04 | 4:33:56 | 27:23:36 | 6 | UNKNOWN |
| 08-13-2001 8:30 | 08-13-2001 10:27 | 1:56:20 | 1:56:20 | 1 | WEATHER |
| 08-23-2001 4:38 | 08-23-2001 13:30 | 8:51:03 | 35:24:12 | 4 | WEATHER |
| TOTAL | | 62:28:32 | 10393:01:56 | 3280 | |

Summations are calculated and imported into the table as shown below to generate index values.

| Description | Equation | Results |
|----------------------------------------------------------------------------------|------------------------|--------------------|
| Total Customers served in territory - Othello | N_t | 11,678 |
| Sum of interrupted custs for each interruption event | N_i | 3280 |
| Sum of custs * restor time for each interruptn event | $\sum R_i * N_i$ | 10393:01:56 |
| SAIFI - Customer interruptions/Customers served | N_i / N_t | 0.2809 |
| SAIDI - Customer interruption restoratn/Custs served | $\sum R_i * N_i / N_t$ | 0:53:24 |
| CAIDI - Sum of cust. interruption Durations (hrs)/Total # of cust. interruptions | $\sum R_i * N_i / N_i$ | 3:10:07 |

The System Operators Log entries are made as the System Operator is notified by the Company's SCADA (Supervisory Control And Data Acquisition) system that a protective device has operated. Any sustained outages in the System Operators log will be consolidated into the Central Dispatch Log for SAIFI, SAIDI and CAIDI calculations. In the sample System Operators log below the following columns are defined as:

- Start Date – Date and Time that the protective device operated
- Stop Date – Date and Time that power is restored, automatically, remotely by a system operator, or in the field by a switchman
- Duration – Calculated time between Start and Stop Date
- Cause – Cause of the outage as attributed by system operator or by field personnel
- #Cust, N_i – Number of customers from GIS (Geographical Information System) survey or estimate number of customers based on maps or local field personnel
- Div – Company's geographical division where the outage event occurred

| START DATE | STOP DATE | DURATION | CAUSE | #CUST, N_i | DIV |
|------------------|------------------|----------|-----------------------|--------------|-----|
| 8-1-01 0:05:00 | 8-1-01 0:05:01 | 0:0:1 | GCB trip- loss of gas | 1623 | CDA |
| 8-2-01 22:19:00 | 8-2-01 22:19:01 | 0:0:1 | GCB trip- loss of gas | 851 | CDA |
| 8-3-01 8:57:00 | 8-3-01 8:57:01 | 0:0:1 | GCB trip- loss of gas | 851 | CDA |
| 8-4-01 11:19:00 | 8-4-01 11:19:01 | 0:0:1 | GCB trip- loss of gas | 1390 | CDA |
| 8-4-01 13:15:00 | 8-4-01 13:15:01 | 0:0:1 | Structure fire | 1000 | CDA |
| 8-7-01 13:09:00 | 8-7-01 13:09:01 | 0:0:1 | Structure fire | 586 | CDA |
| 8-9-01 16:01:00 | 8-9-01 16:01:01 | 0:0:1 | Forced outage | 928 | CDA |
| 8-13-01 15:43:00 | 8-13-01 15:43:01 | 0:0:1 | Forced outage | 1 | COL |
| 8-13-01 17:07:00 | 8-13-01 17:07:01 | 0:0:1 | Car hit pole | 1300 | COL |
| 8-14-01 3:30:00 | 8-14-01 3:30:01 | 0:0:1 | Unknown | 1 | COL |
| 8-15-01 11:38:00 | 8-15-01 12:08:01 | 0:30:1 | Tree in 115kV | 1391 | CDA |
| 8-17-01 1:46:00 | 8-17-01 1:46:01 | 0:0:1 | Broken cross arm | 1391 | CDA |
| 8-17-01 13:14:00 | 8-17-01 13:14:01 | 0:0:1 | Broken cross arm | 1623 | CDA |
| 8-17-01 16:06:00 | 8-17-01 16:06:01 | 0:0:1 | Broken cross arm | 1169 | CDA |
| 8-21-01 12:17:00 | 8-21-01 12:17:01 | 0:0:1 | Broken cross arm | 1623 | CDA |
| 8-25-01 6:37:00 | 8-25-01 6:37:01 | 0:0:1 | Broken cross arm | 1000 | CDA |
| 8-26-01 2:01:00 | 8-26-01 2:01:01 | 0:0:1 | Broken cross arm | 1684 | CDA |
| 8-27-01 15:19:00 | 8-27-01 15:19:01 | 0:0:1 | Broken cross arm | 1684 | CDA |
| 8-31-01 18:00:00 | 8-31-01 18:00:01 | 0:0:1 | Broken cross arm | 1684 | CDA |
| TOTAL | | | | 20389 | |

Summations are then calculated and imported into the table as shown below to generate the MAIFI_E index value.

| Description | Equation | Results |
|-------------------------------------------------------------------------------|----------------------------|----------------|
| Total Customers served in system | N_t | 311,000 |
| Sum of: device operations * interrupted customers for each interruption event | $\sum OI_{DE} * N_t$ | 20389 |
| MAIFI _E - Customer Momentary interruptions Events/Customers served | $\sum OI_{DE} * N_t / N_t$ | 0.0656 |

The Central Dispatch log and the System Operators log will be examined for errors or inconsistencies in data. As an example, outage duration times inconsistent with the event are investigated for accuracy by checking field records. If the errors cannot be corrected, that data will be removed and not included in index calculations.

Further, in compliance with WAC 480-100-398 (3) regarding causes of the Company's outages, to help illustrate event causes—system-wide and divisional—several tables and charts will be provided. The reporting format for these tables and charts is shown in Section 7.0 of this report. The Company's current table of Cause Codes is as follows:

| MAIN CATEGORY | SUB CATEGORY |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ANIMAL | Bird Squirrel Underground Varmint Other |
| CABLE FAILURE - Primary | |
| CABLE FAILURE - Secondary | |
| CUSTOMER CAUSED | Car Hit Pad Car Hit Pole Dig In Primary Dig In Secondary Tree Trimming Other |
| DIG IN NON CUSTOMER - Pri | |
| DIG IN NON CUSTOMER - Sec | |
| EQUIPMENT PROBLEM | Arrestors Capacitors Connectors - Primary Connectors - Secondary Crossarm Cutout Elbows Floating Pin Fuse Insulator Pole - Rotten Pole - Top Regulator Switch Transformer - OH Transformer - UG |
| MISCELLANEOUS - See Remark | |
| NOT OUR PROBLEM | Customer - Breaker Customer - Other Other Utility |
| POLE FIRE | Dusty Mist or Fog Rainy Snow Melt Other |
| PREARRANGED OUTAGE | |
| TREE PROBLEM | Weather Related Tree fell on wires Tree is growing into wires Public Caused (homeowner, contractor) |
| UNKNOWN | |
| WEATHER | Ice Lightning Snow Wind |

At this time, major events will be included in the Company's index calculations. All events are included because the Company's goal is to reduce outages whether caused by major events or day-to-day operations. It will be noted if a decrease in reliability is attributed to a major event.

By monitoring this information, Company-wide, 365 days a year, index results can be obtained by running calculations based on the collected data as was shown in the Central Dispatch and System Operators log examples.

The Company notes that these rules establish reliability monitoring and reporting requirements only and do not set performance or program standards. Therefore, Avista Utilities will establish baseline statistics as required within three years of the effective date of this rule or April 21, 2004.

4.0 Intent to file Electric Service Reliability Reports

Avista Utilities will file an annual report with the Commission, encompassing the previous calendar year of events, by March 31st of each year, consistent with the reliability monitoring and reporting plan filed herein. After baseline statistics are set by April 21, 2004, Avista Utilities will begin comparing each year's results to the baseline results and to those results from previous years as well. Avista will maintain historical reliability information for seven years.

Any changes made to the Company's plan regarding data collection methods or calculations of the reliability indices will be described in that year's report. In addition, Avista Utilities will explain how these changes affect comparisons to previous, future and baseline information.

Avista Utilities will identify the utility's geographical divisions of greatest reliability concern, explain their causes, and explain how the Company plans to address them.

Customer Complaints, as defined in Section 2.0, will be logged by a Customer Service Representative in the Customer Service System (CSS). The Company will then determine if these are a result of a sustained interruption, a momentary interruption or a power quality issue, distinguishing between the three categories. The Company will also identify any complaints that stem from major events.

5.0 Sample Reporting—System Indices

5.1 System Total

The following sample table shows the Company's method of charting the four indices on a monthly basis. When the Company sets a baseline statistic for each index, those threshold numbers will be added to these charts.

This table includes monthly Indices values with a Year to Date (YTD) total for each index. Each YTD total is then divided by the total charted months to obtain a monthly average so numbers are easily comparable.

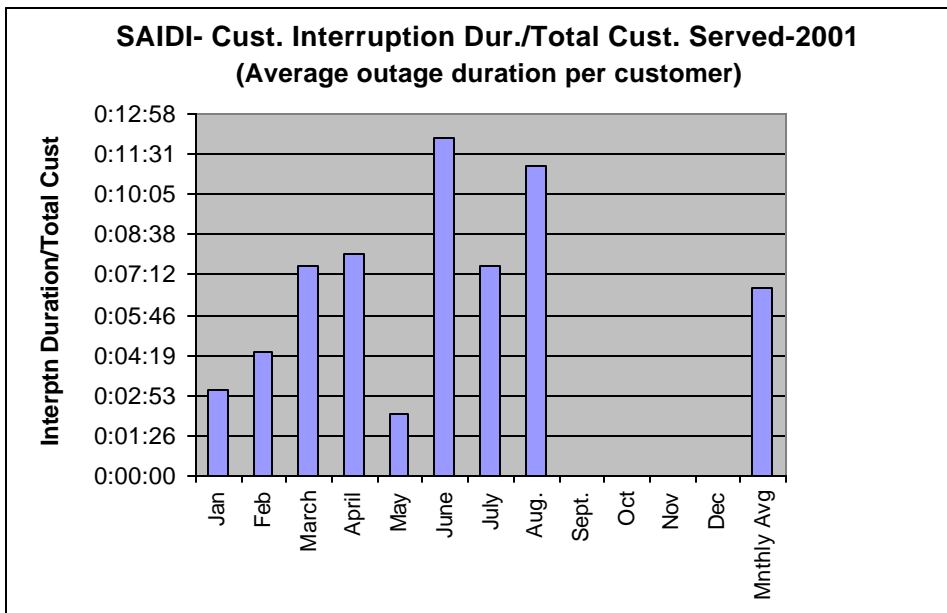
| Month | SAIFI | CAIDI | SAIDI | MAIFI _E |
|------------------------|---------------|----------------|----------------|--------------------|
| <i>January</i> | 0.0362 | 1:24:10 | 0:03:03 | 0.0963 |
| <i>February</i> | 0.0375 | 2:07:04 | 0:04:25 | 0.1426 |
| <i>March</i> | 0.0553 | 2:15:20 | 0:07:29 | 0.1689 |
| <i>April</i> | 0.0827 | 1:35:46 | 0:07:55 | 0.2736 |
| <i>May</i> | 0.0273 | 1:21:50 | 0:02:14 | 0.4954 |
| <i>June</i> | 0.0922 | 2:10:55 | 0:12:04 | 0.7137 |
| <i>July</i> | 0.1281 | 0:58:52 | 0:07:32 | 0.4311 |
| <i>August</i> | 0.0886 | 2:05:05 | 0:11:05 | 0.5346 |
| <i>September</i> | | | | |
| <i>October</i> | | | | |
| <i>November</i> | | | | |
| <i>December</i> | | | | |
| YTD Total | 0.5480 | 1:44:53 | 0:55:47 | 2.8562 |
| Monthly Average | 0.0685 | 1:44:53 | 0:06:58 | 0.3570 |

This table of values will then be used to create the four index charts as contained in the following sections.

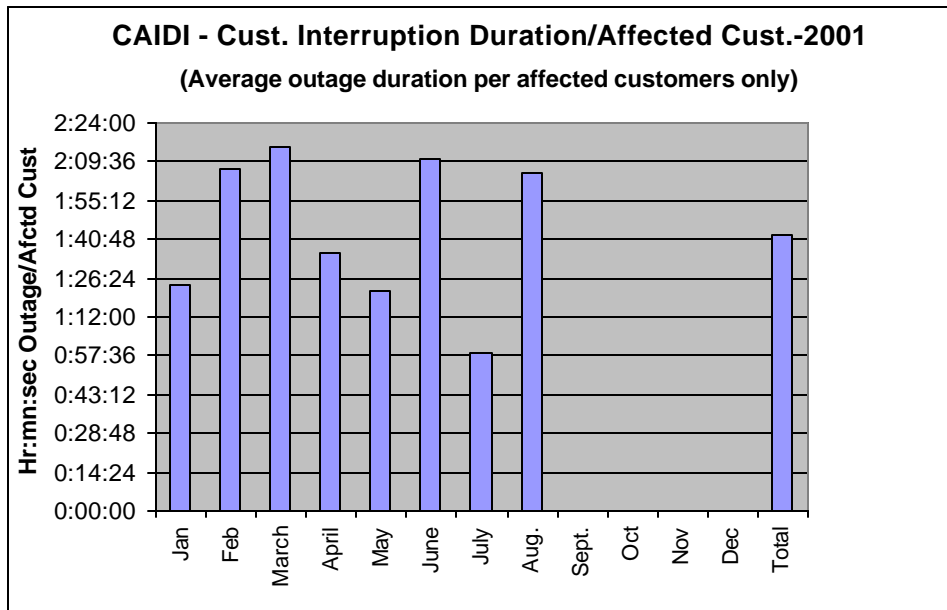
5.2 SAIFI



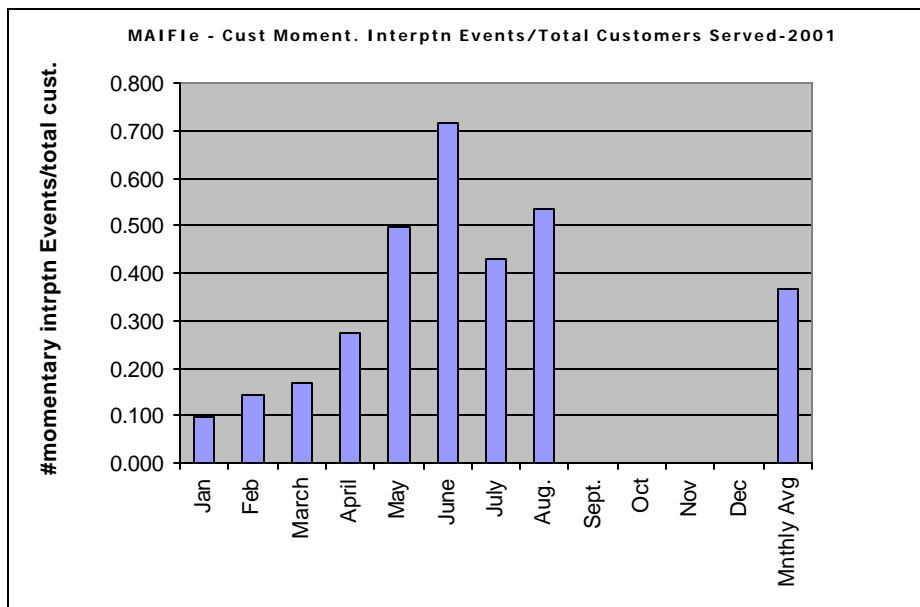
5.3 SAIDI



5.4 CAIDI



5.5 MAIF_E



All charts and tables in this section are provided for illustrative purposes; the Company may change the future presentation of this information without changing the underlying data.

6.0 Sample Reporting—Divisional Indices

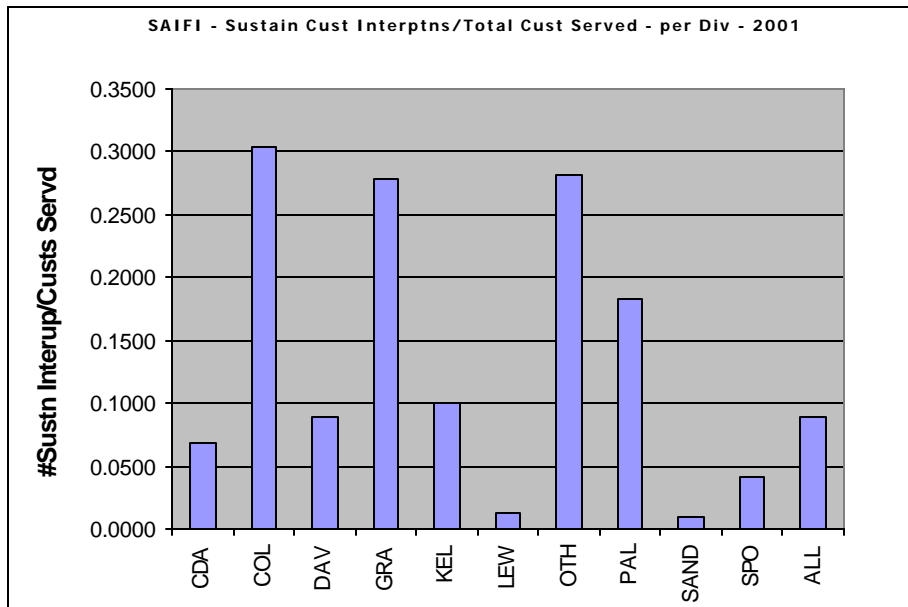
6.1 Divisional Total

Divisional index results are illustrated in the following table of sample data. When the Company sets baseline statistics, those threshold values will be added to the charts accordingly.

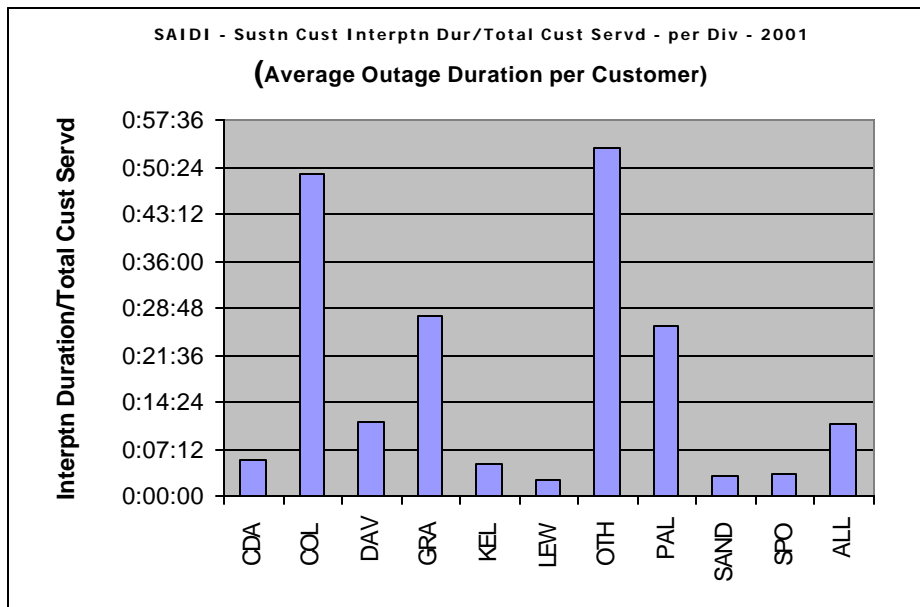
| <u>Division</u> | SAIFI | SAIDI | CAIDI | MAIFI_E |
|------------------------|--------------|--------------|--------------|--------------------------|
| Coeur D'Alene | 0.0688 | 0:05:34 | 1:20:55 | 0.6302 |
| Colville | 0.3031 | 0:49:20 | 2:42:45 | 1.0189 |
| Davenport | 0.0885 | 0:11:22 | 2:08:25 | 0.5800 |
| Grangeville | 0.2778 | 0:27:37 | 1:39:24 | 0.6019 |
| Kellogg | 0.0995 | 0:05:01 | 0:50:26 | 1.8874 |
| Lewiston | 0.0131 | 0:02:24 | 3:04:14 | 0.9650 |
| Othello | 0.2809 | 0:53:24 | 3:10:07 | 0.0856 |
| Palouse | 0.1833 | 0:26:03 | 2:22:05 | 0.3214 |
| Sandpoint | 0.0094 | 0:03:02 | 5:23:38 | 1.3709 |
| Spokane | 0.0408 | 0:03:26 | 1:24:03 | 0.4266 |
| Entire Company | 0.0886 | 0:11:05 | 2:05:05 | 0.5346 |

The above table can be utilized to create separate index charts, in which data for each division is further analyzed, following.

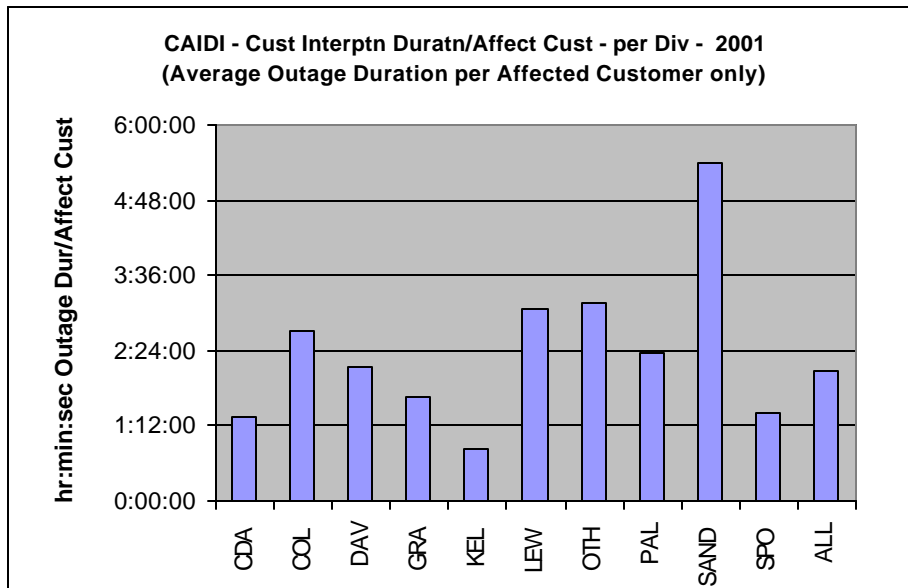
6.2 SAIFI



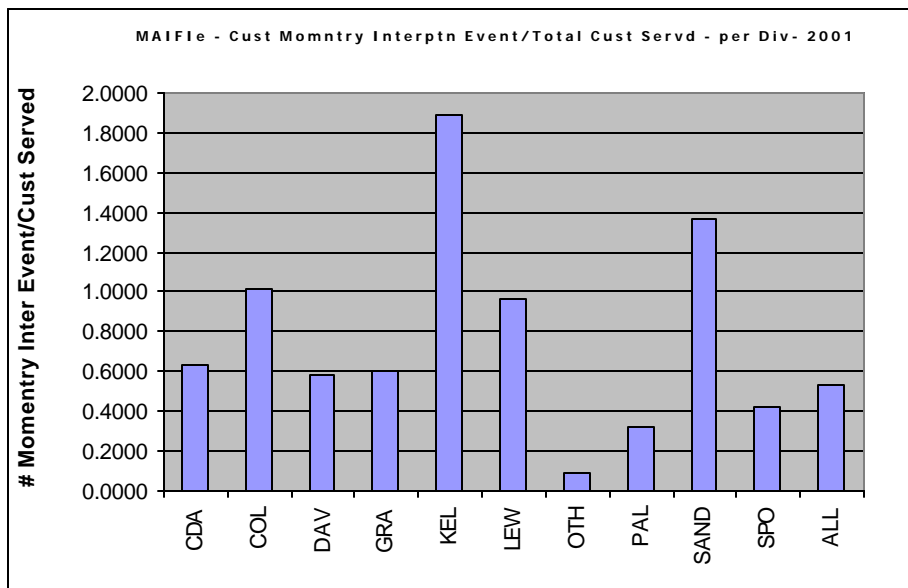
6.3 SAIDI



6.4 CAIDI



6.5 MAIFIE



All charts and tables in this section are provided for illustrative purposes; the Company may change the future presentation of this information without changing the underlying data.

7.0 Cause Tables And Charts System Wide And Divisional

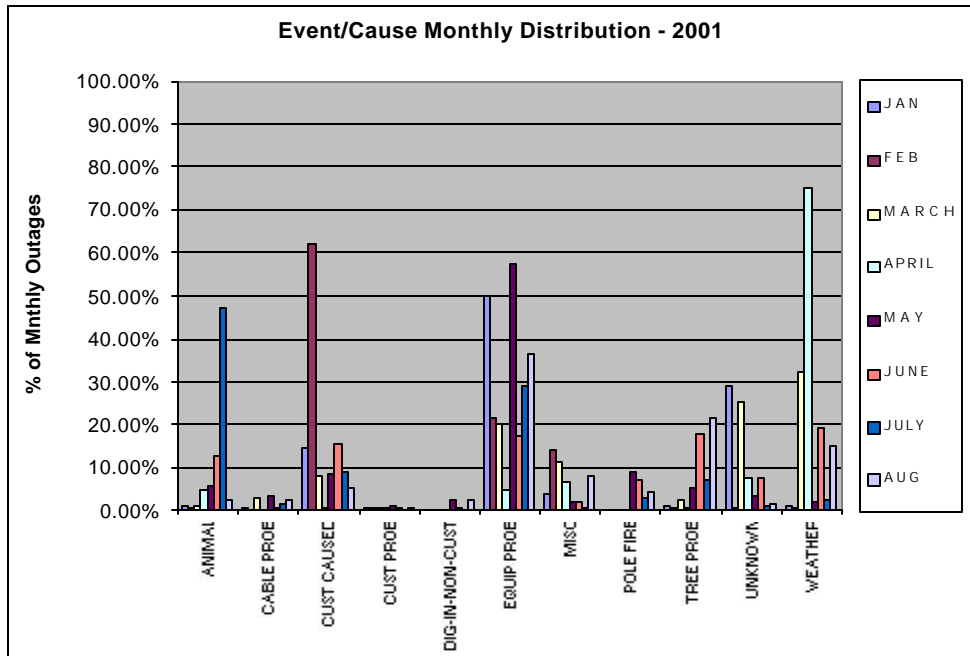
Based on the column to the far right in the Central Dispatch log, as shown in Section 3.0, the various event causes are noted. From that information, the following table is created:

| Cause of Outage | # Customers | % of Customers |
|-----------------|-------------|----------------|
| ANIMAL | 4 | 0.12% |
| CABLE PROB | 0 | 0.00% |
| CUST CAUSED | 2 | 0.06% |
| CUST PROB | 4 | 0.12% |
| DIG-IN NON-CUST | 0 | 0.00% |
| EQUIPMENT PROB | 3003 | 91.44% |
| MISC | 1 | 0.03% |
| POLE FIRE | 251 | 7.64% |
| TREE PROB | 5 | 0.15% |
| UNKNOWN | 9 | 0.27% |
| WEATHER | 5 | 0.15% |
| TOTAL | 3284 | 100.00% |

An individual chart will be made to exhibit Company system values, showing results per month.

| Event/Cause | JAN | FEB | MARCH | APRIL | MAY | JUNE | JULY | AUG |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|
| ANIMAL | 0.80% | 0.60% | 0.90% | 4.78% | 5.65% | 12.50% | 47.05% | 2.78% |
| CABLE PROB | 0.60% | 0.10% | 3.00% | 0.14% | 3.48% | 0.63% | 1.18% | 2.44% |
| CUST CAUSED | 14.20% | 61.90% | 7.90% | 0.49% | 8.63% | 15.80% | 9.11% | 5.35% |
| CUST PROB | 0.63% | 0.47% | 0.37% | 0.29% | 0.82% | 0.30% | 0.16% | 0.30% |
| DIG-IN-NON-CUST | 0.01% | 0.10% | 0.00% | 0.00% | 2.41% | 0.36% | 0.03% | 2.27% |
| EQUIP PROB | 49.90% | 21.80% | 20.10% | 4.91% | 57.70% | 17.50% | 29.14% | 36.30% |
| MISC | 3.90% | 13.70% | 11.20% | 6.50% | 1.68% | 1.52% | 0.26% | 7.82% |
| POLE FIRE | 0 | 0 | 0 | 0 | 8.96% | 6.79% | 2.82% | 4.48% |
| TREE PROB | 0.88% | 0.30% | 2.00% | 0.24% | 5.26% | 17.90% | 7.14% | 21.80% |
| UNKNOWN | 28.90% | 0.50% | 25.00% | 7.35% | 3.62% | 7.50% | 0.89% | 1.18% |
| WEATHER | 0.78% | 0.50% | 32.20% | 75.30% | 1.80% | 19.20% | 2.24% | 15.30% |

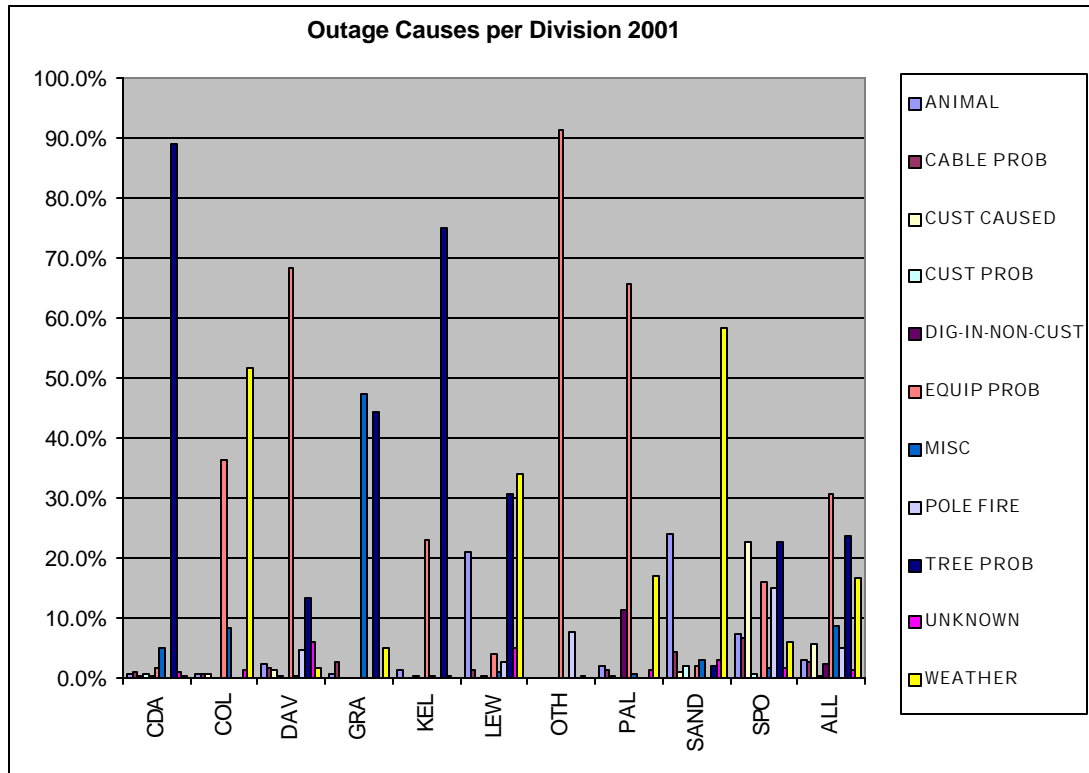
From this information, the following chart will be included:



In addition, division values will be charted by cause for the entire year. A sample table of values is shown below:

| | CDA | COL | DAV | GRA | KEL | LEW | OTH | PAL | SAND | SPO | ALL |
|-----------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|--------|
| ANIMAL | 0.8% | 0.7% | 2.5% | 0.5% | 1.2% | 20.9% | 0.1% | 2.1% | 24.0% | 7.2% | 3.03% |
| CABLE PROB | 1.0% | 0.7% | 1.6% | 2.8% | 0.2% | 1.4% | 0.0% | 1.5% | 4.2% | 6.8% | 2.65% |
| CUST CAUSED | 0.3% | 0.5% | 1.4% | 0.0% | 0.0% | 0.0% | 0.1% | 0.2% | 1.0% | 22.5% | 5.83% |
| CUST PROB | 0.6% | 0.1% | 0.2% | 0.0% | 0.2% | 0.3% | 0.1% | 0.1% | 2.1% | 0.7% | 0.33% |
| DIG-IN-NON-CUST | 0.3% | 0.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 11.4% | 0.0% | 0.0% | 2.47% |
| EQUIP PROB | 1.8% | 36.3% | 68.4% | 0.1% | 22.9% | 3.8% | 91.4% | 65.8% | 2.1% | 16.0% | 30.70% |
| MISC | 4.9% | 8.4% | 0.2% | 47.4% | 0.2% | 1.1% | 0.1% | 0.5% | 3.1% | 1.6% | 8.51% |
| POLE FIRE | 0.00% | 0.00% | 4.77% | 0.00% | 0.00% | 2.75% | 7.64% | 0.06% | 0.00% | 15.06% | 4.87% |
| TREE PROB | 89.0% | 0.1% | 13.2% | 44.2% | 75.0% | 30.8% | 0.2% | 0.1% | 2.1% | 22.7% | 23.70% |
| UNKNOWN | 1.1% | 1.4% | 5.9% | 0.0% | 0.3% | 4.9% | 0.3% | 1.4% | 3.1% | 1.5% | 1.28% |
| WEATHER | 0.3% | 51.6% | 1.8% | 4.9% | 0.0% | 34.1% | 0.2% | 16.8% | 58.3% | 5.9% | 16.70% |

Below is a sample chart incorporating the event cause information from the above table:



All charts and tables in this section are provided for illustrative purposes; the Company may change the future presentation of this information without changing the underlying data.

8.0 Anticipated Reliability System Enhancements

The Company expects to install a Geographical Information System/Outage Management Tool (GIS/OMT) in the future. Approximately 5% of this data has been implemented into the Company's database at this time. Expected completion date of implementation of the remaining data is unknown. The OMT uses geo-spatial technology to provide the dispatcher with a visual representation of the state of the electrical system. It will show the location of any outages and will provide the analysis necessary for the management of the outage and crew assignments. The OMT will integrate and manipulate the information from existing systems, which have been referred to previously in this document (CSS, IVR, Central Dispatch Log, SCADA, System Operators Log, etc.), to identify the location of the outage, what parts of the system are impacted (feeders, transformers, fuses, etc.) and how many customers are affected.

This system should then have the capability of calculating several Sustained Reliability Indices. A form, similar to the one below, will allow the user to select which report is to be produced based on a selected "Reporting Area" and a selected "Reporting Period" or duration of time.

Reliability Indices

Reliability/Index

Select Index Report

☐ SAIFI ☐ CAIFI ☐ CEMI
☐ SAIDI ☐ ASAI ☐ MAIFI
☐ CAIDI ☐ ASIFI ☐ MAIFIE
☐ CTDAIDI ☐ ASIDI ☐ CEMSMI

Reporting Period (Default One Year)

Start Date: 09-30-1998
End Date: 09-30-1999

Select Reporting Area

☐ Company: Avista Corporation
☐ State: Washington
☐ Division: Avista Utilities
☐ Office: Coeur d'Alene
☒ Substation: Ross Park
☐ Feeder: 3

Sort Report By

☐ State
☐ Division
☐ Office
☐ Substation
☒ Feeder

Customer Interruptions: 5

The Company will then have the capability to efficiently sort by feeder within a division or system-wide to provide information on the relative quality of high performing and low performing feeders as needed. With GIS/OMT it will also be possible to query specific customer accounts to determine number of outages and related outage information as needed.

As Avista Utilities progresses to this more advanced outage management system the Company will monitor and report changes in statistics resulting from this implementation.

9.0 Applicable Washington Administrative Code

This document is based on new WUTC administrative rules adopted in 2001. These rules, for convenience of the reader are as follows.

WAC 480-100-388 Electric service reliability definitions. "Electric service reliability" means the continuity of electric service experienced by retail customers.

"Reliability statistic" means a number, which may include multiple components (for example, service interruptions, customers, and hours), that measures electric service reliability.

"Baseline reliability statistic" means a number calculated by the utility measuring aspects of electric service reliability in a specified year that may be used as a comparison for measuring electric service reliability in subsequent years.

"Sustained interruption" means an interruption to electric service that has a length of duration specified by the electric utility, but in any case not less than one minute.

"Power quality" means characteristics of electricity, primarily voltage and frequency, that must meet certain specifications for safe, adequate and efficient operations.

"Full-system" means all equipment and lines necessary to serve retail customers whether for the purpose of generation, transmission, distribution or individual service.

"Major event" means an event, such as a storm, that causes serious reliability problems, and that meets criteria established by the utility for such an event.

[Statutory Authority: RCW 80.01.040. 01-08-009 (Docket No. UE-991168, General Order No. R-478), § 480-100-388, filed 3/22/01, effective 4/22/01.]

WAC 480-100-393 Electric service reliability monitoring and reporting plan. (1) Who must file. Electric utilities subject to commission jurisdiction must file a plan for monitoring and reporting electric service reliability information to the commission.

(2) When to file. The plan for monitoring and reporting electric service reliability information must be filed with the commission six months after the effective date of this rule, though utilities are encouraged to file the plan sooner. Any modification to the plan must be filed with the commission before the modification is implemented.

(3) What to file. The utility must file a plan for monitoring and reporting electric service reliability information to the commission. The plan, and any modification to it, must be accepted by the commission. The plan must include the following items:

(a) What reliability statistics and information the utility will report to the commission. The utility must select and define statistics that track full-system reliability, and information, which may include statistics, that tracks localized reliability and identifies areas of greatest reliability concern.

(b) When the utility will establish baseline reliability statistics to report to the commission. Prior to establishing baseline reliability statistics, the utility must report the best information available. The utility must establish baseline reliability statistics within three years of the effective date of this rule.

(c) When the utility will file its annual electric service reliability report to the commission.

[Statutory Authority: RCW 80.01.040. 01-08-009 (Docket No. UE-991168, General Order No. R-478), § 480-100-393, filed 3/22/01, effective 4/22/01.]

WAC 480-100-398 Electric service reliability reports. The electric utility must file an electric service reliability report with the commission at least once a year. The report must meet the following conditions:

(1) The report must be consistent with the electric service reliability monitoring and reporting plan filed under WAC 480-100-393. As set forth in the plan, in an identified year, baseline reliability statistics must be established and reported. In subsequent years, new reliability statistics must be compared to the baseline reliability statistics and to reliability statistics from all intervening years. The utility must maintain historical reliability information necessary to show trends for a minimum of seven years.

(2) The report must address any changes that the utility may make in the collection of data and calculation of reliability information after initial baselines are set. The utility must explain why the changes occurred and explain how the change is expected to affect comparisons of the newer and older information. Additionally, to the extent practical, the utility must quantify the effect of such changes on the comparability of new reliability statistics to baseline reliability statistics.

(3) The report must identify the utility's geographic areas of greatest reliability concern, explain their causes, and explain how the utility plans to address them.

(4) The report must identify the total number of customer complaints about reliability and power quality made to the utility during the year, and must distinguish between complaints about sustained interruptions and power quality. The report must also identify complaints that were made about major events.

[Statutory Authority: RCW 80.01.040. 01-08-009 (Docket No. UE-991168, General Order No. R-478), § 480-100-398, filed 3/22/01, effective 4/22/01.]

10.0 Company Contact

For further information regarding this document, please contact:

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